



Order to Cash Training

Topic	Description	Duration
Introduction of the Accounts Receivable Training	<ul style="list-style-type: none"> • Introduction of Facilitator • Introduction of Participants • Agenda/Topics 	15mins
Accounts Receivable Overview	<ul style="list-style-type: none"> • Order to Cash flow • System Roles and Processes • Processing Sales Order, Sales Order Fulfillment, Billing Sales Order, Apply Customer Payment • Issuing Credit Memo 	15mins
Managing Customer Account	<ul style="list-style-type: none"> • Managing Customer Record • Customer Dashboard Management • Other Relationships – One customer record, multiple relationships • Communication / Multiple Address functions / Preferences • Credit Limit – Hold /Terms • Multiple Currency • Customer center access / Multiple Subsidiary • Discuss the Flow of Purchase Order flow chart 	30mins
Hands on – Customer Record Management	<ul style="list-style-type: none"> • Demo (New Customer Records) • Exercise 	30mins
Break		15mins
Discuss the Sales Transaction Process	<ul style="list-style-type: none"> • Item Master (Item types) • Sales Order Entry • Sales Order Fulfillment • GL Impact 	15mins
Processing Invoices, Customer Payments and Credits	<ul style="list-style-type: none"> • Discuss Customer Invoices • Discuss Payment Hold Process 	30mins



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Hands on - Customer Sales Order / Fulfillment / Invoices	<ul style="list-style-type: none">• Demo on Customer, Hold, Payments and Credits• Exercise	30mins
Overview on Customer Access and Customer Center	<ul style="list-style-type: none">• Customer Center View	30mins
Q&A		15mins